



Accessible Customer Service Plan Providing Goods and Services To People with Disabilities

Glover-Hill is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staffs are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. Does not apply to construction job sites where animals are not permitted (by law) for their safety.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

- Fees will not be charged for support persons.

We will notify customers of this through a notice posted on our premises and emails will be sent to the appropriate persons.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Glover-Hill will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at all job sites.

Training

Glover-Hill will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Our office and field staff will be trained. This training will be provided to staff during their 3 month probationary period.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Glover-Hill's plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback Process

Customers who wish to provide feedback on the way Glover-Hill provides goods and services to people with disabilities can provide feedback verbally, by e-mail to the persons in charge.

All feedback, including complaints, will be dealt with promptly and customers can expect to hear back within a 2 day turnaround time.

Modifications

Any policy of Glover-Hill that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.